The Virtual Gateway

Enterprise Invoice Management/Enterprise Service Management

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General Questions

What is Enterprise Invoice Management/Enterprise Service Management?

Enterprise Invoice Management/Enterprise Service Management (EIM/ESM) is a web-based application for the Executive Office of Health and Human Services (EOHHS) agencies and their contracted Purchase Of Service (POS) providers.

What does EIM do?

EIM:
- Combines service reporting, invoicing, and payment for EOHHS agencies and their POS providers
- Interfaces automatically with agency contract and client management systems for easy administration and service validation
- Provides a standard, efficient way for POS providers to report services, submit and track invoices, and manage contract spending
- Provides detailed remittance information to providers, enabling them to track payment and adjudication
- Provides reports to assist providers and agencies with contract management and service utilization tracking

What does ESM do?

ESM:
- Enables programs and providers associated with the Department of Public Health (DPH) to manage the delivery and administration of care in certain DPH programs
- Streamlines service planning and case management by integrating client eligibility, enrollment, and the referral process

Who will use EIM/ESM?

EOHHS Providers with POS contracts will use EIM/ESM, as well as contracting EOHHS agencies.

Why is the Executive Office of Health and Human Services developing EIM/ESM?

- EOHHS is developing EIM/ESM to:
- Reduce the administrative burden associated with billing and service reporting for EOHHS providers and agencies
- Simplify business processes, enabling providers and agencies to manage POS contracts electronically
- Help EOHHS better manage over $2.1 billion in POS spending each year

How will providers and agencies know when it is time for them to start using EIM/ESM?

The EIM/ESM team is working with EOHHS agencies to develop a schedule for deploying EIM/ESM across all POS providers and agencies. Deployment will be ongoing throughout state fiscal year 2007. The team will be working with providers and agencies to prepare them for using EIM/ESM well in advance of scheduled deployments.

A pilot release is scheduled for Spring 2006. Pilot rollout includes a small number of contracts for DPH and the Department of Mental Health (DMH).

Eventually, all agencies and POS providers will manage their POS billing and service reporting using EIM/ESM.

How do users access EIM/ESM?

EIM/ESM will be available online, accessible through the Virtual Gateway portal on the EOHHS website. Authorized individuals in provider organizations and agencies will log into EIM/ESM to conduct activities, similar to online personal banking.

How are EIM/ESM and the Virtual Gateway related?

The Virtual Gateway is an internet portal that provides online access to many business services, enabling providers, the general public, and EOHHS staff to work together more efficiently.

For example, the Virtual Gateway allows consumers to apply for different EOHHS programs using one online form. Another Virtual Gateway service allows homeless shelter providers to manage their clients better. EIM/ESM is the newest Virtual Gateway service.

What are the minimum system requirements for EIM/ESM?

The minimum system requirements for EIM/ESM are:

Operating System	For optimum use: Windows XP Professional (Business Class). Minimum requirements: Windows 98, 2000.
Hardware	For optimum use: 500MHz CPU and 256MB RAM. Minimum requirements: 300MHz CPU and 128MB RAM.
Browser	Internet Explorer version 6.0 or higher (with 128 bit security encryption).
Screen Resolution	The preferred screen resolution is 1024x768 or higher. The minimum screen resolution is 800x600. *Note:* if lower resolution is selected, then the user needs to select the "Smaller" text size. 1. Select the **View** menu from the Internet Explorer tool bar. 2. Select **Text Size>>Smaller.**

Acceptable Alternatives	• Operating System
	  o Mac OS X
	• Browsers
	  o Safari (Mac)
	  o Firefox
	  o Netscape

Note: Testing on the EIM/ESM application has not been conducted on these alternative platforms; therefore compatibility issues may result.

Will there be training on the new system?

Yes! Classroom-based training led by instructors will begin in Spring 2006. As EOHHS agencies confirm their rollout timelines, individuals in provider organizations and regional offices will be contacted to register for training.

Trainings will be held in all regions of Massachusetts. Additionally, users will be able to download manuals and job aides from the Internet. Later, online training will be available.

What help is available for users?

EOHHS staff will provide provider and agency support during rollout. After rollout, the Virtual Gateway Help Desk will be available by phone during business hours to handle business and technical questions.

Where can I find more information on EIM/ESM?

Information on EIM/ESM is available by selecting the provider tab on the EOHHS homepage at mass.gov/HHS. The *EIM/ESM Update* (formerly known as the *Readiness Roundup*) is a monthly newsletter devoted to EIM/ESM and is available for downloading.

Additional questions can be emailed to the implementation team at POS.EIM-ESM@massmail.state.ma.us.

We want to hear from you!

Functionality

What actions do the Release and Authorize buttons perform?

The Release button submits the invoice to the person in your organization designated as the Invoice Authorizer. The Invoice Authorizer clicks the Authorize button to submit the invoice to the agency.

Reports

When will I be trained on the reporting function?

Currently, report development is still in process. As reports become available on EIM/ESM, the implementation team will notify users when it is time to schedule training.

Why don't I see Reports on the tool bar as a module?

If you do not see Reports on the tool bar as a module, you do not have the security role that enables you to view reports. If it is determined you need access to reports, contact your organization's Access Administrator. The Access Administrator is the only person authorized to request changes to user security roles.

Claims, Invoices, and SDRs

Can providers make changes to submitted invoices?

No. Once an invoice is submitted to an agency, there is no way to change it. However, users can send supplemental invoices to amend a prior invoice.

The supplemental invoice should reflect the negative or positive adjustment. For example, if the original invoice was submitted in excess of $200, the supplemental invoice should be submitted for -$200.

Contracts

Where does the description for a contract come from on the Contract Summary page?

The contract description, as well as other contract data, is downloaded on a daily basis from the Commonwealth Information Warehouse (CIW), the repository of contract data from the Massachusetts Management Accounting and Reporting System (MMARS). EIM also receives daily feeds of client enrollment and eligibility data from agency legacy systems.

How does EIM/ESM handle Contract Amendments?

Contract Amendments will now be requested through EIM/ESM. There are two types of Contract Amendments:

Formal Amendments (changes to the maximum obligation of a contract) – After formal amendments are requested in EIM/ESM by provider staff, they must be approved by the Comptroller's office and processed through MMARS. Once completed, the changes are reflected in EIM/ESM.

Informal Amendments (transfers of money between line items) – After Informal Amendments are requested in EIM/ESM by provider staff, they are approved and executed in EIM/ESM by the agency contract manager.